MEMORANDUM OF UNDERSTANDING

BETWEEN THE

CITY OF PHOENIX WORKFORCE INVESTMENT BOARD

AND THE

CITY OF PHOENIX HOUSING DEPARTMENT

This Memorandum of Understanding (MOU) is between the City of Phoenix Workforce Investment Board, a municipal board, hereinafter referred to as "PWIB," and the City of Phoenix Housing Department, hereinafter referred to as the "Housing Department."

Memorandum of Understanding Period: <u>July 1, 2000, to June 30, 2001</u>.

Service/Program/Activity to be performed: <u>Provide housing employment and training services to Phoenix Workforce Information Network (WIN) One-Stop customers eligible for services.</u>

This document, consisting of Part A - General Provisions, Part B - Specific MOU Provisions, together with any amendments and modifications approved under these General Provisions, shall constitute the entire Memorandum of Understanding between the parties, and supersede all other understandings, oral or written except as contemplated by the Memorandum of Understanding

FOR AND ON BEHALF OF THE CITY OF PHOENIX HOUSING DEPARTMENT:

Manuel T. Gonzále

Housing Director

April 11, 2000

FOR AND ON BEHALF OF THE CITY OF PHOENIX WORKFORCE INVESTMENT BOARD:

William MacDonald

Chair, Phoenix Workforce

Investment Board

Date

PART A

GENERAL PROVISIONS

THIS MEMORANDUM OF UNDERSTANDING is hereby entered into by and between the CITY OF PHOENIX WORKFORCE INVESTMENT BOARD, hereinafter referred to as "PWIB," and the CITY OF PHOENIX HOUSING DEPARTMENT, hereinafter referred to as the "HOUSING DEPARTMENT."

STATEMENT OF WORK/RESPONSIBILITIES

NOW THEREFORE, the parties hereby agree as follows:

A. PURPOSE

The purpose of this Memorandum of Understanding is to establish the roles and responsibilities of the Housing Department and the Phoenix Workforce Investment Board.

B. THE PARTIES' RESPONSIBILITIES

- 1. Responsibilities of the Housing Department See Part B.
- Responsibilities of the Phoenix Workforce Investment Board -See Part B.

C. TERM

The term of this Memorandum of Understanding shall commence on July 1, 2000, and shall end on June 30, 2001.

D. NONAPPROPRIATIONS

The parties recognize that the performance by either party hereunder may be dependent upon the appropriation of funds to or by that party. Should either party fail to be appropriated or to appropriate the necessary funds, that party may, by written notice to the other party, cancel this Memorandum of Understanding without further duty or obligation. Each party agrees to notify the other as soon as reasonably possible after the unavailability of said funds comes to the party's attention. The parties shall have sole responsibility in the operation of their respective programs; and shall have sole discretion to determine the availability and appropriation of their funds and resources.

E. AMENDMENTS

Amendments to this Memorandum of Understanding shall be in writing, signed by all parties to the Memorandum of Understanding. Formal amendments shall not be needed to notify parties of address changes, changes in position, titles, etc. Such information may be provided via correspondence between the parties.

PART B

LOCAL WORKFORCE INVESTMENT AREA MEMORANDUM OF UNDERSTANDING

BETWEEN THE

CITY OF PHOENIX WORKFORCE INVESTMENT BOARD

AND THE

CITY OF PHOENIX HOUSING DEPARTMENT

A. INTRODUCTION

This Memorandum of Understanding (MOU) is entered into with cooperation and collaboration by the Phoenix Workforce Investment Board, hereby referred to as the PWIB, and the City of Phoenix Housing Department.

The purpose of this MOU is to establish an agreement between the aforementioned entities regarding their respective roles and responsibilities for the implementation of the provisions of Section 121 (c) (2) of Title I of the Workforce Investment Act (WIA) of 1998, USC 9201. This agreement describes the respective funding streams and resources that will be utilized to better serve mutual customers, including employers and clients seeking employment. This program will be conducted through an integrated system of service delivery, hereby referred to as the Phoenix Workforce Information Network (PWIN). It is understood that the development and implementation of this system requires mutual trust and teamwork between the agency partners, working together to accomplish the following common and shared goals:

- To build a workforce development system that will substantially improve the employment skills of the customer. This will benefit employers and the economic development of the Local Workforce Investment Area.
- To eliminate unwarranted duplication of services, reduce administrative costs, and enhance the participation and performance of customers served through the system.
- To establish guidelines for creating and maintaining cooperative working relationships. This will be facilitated through joint planning and evaluation services, and the development and utilization of more efficient and effective management, financial, and human resources.

B. STRATEGIC VISION FOR THE PWIN ONE-STOP DELIVERY SYSTEM

The purpose of the PWIN is to advance the economic well being of the local workforce investment area by developing and maintaining a quality workforce, and by serving as the focal point for all local and regional workforce investment initiatives. This will be achieved through the delivery of an integrated, high quality and customer oriented array of services. The services will provide workforce investment, education, and economic development benefits to employment seekers, incumbent workers, and employers.

There will be universal access to core services without eligibility requirements. Core services include general outreach, intake, orientation, initial assessment, the provision of unemployment insurance claim information, job search, job placement, information, labor market information, referral for services, eligibility determination, and follow-up counseling.

Universal Access/Customer Choice - All customers (individuals and businesses) will have equal access to the information, services, and lifelong learning opportunities that are provided by the Partners of the integrated, results-oriented One-Stop Delivery System.

Universal Eligibility - All customers, including those with special needs and barriers to employment, will have access to a Core set of services at each One-Stop Center. The Core services are designed to provide information and assist customers with making career decisions through the use of Labor Market Information, agency staff and resources, and other available services.

All customers may explore work preparation and career skills materials. Customers may have access to information on a wide range of occupational training and educational programs in order to enhance their employment opportunities. Customers will be encouraged to take advantage of employment opportunities and job development services that are available through the One-Stop Centers.

C. ONE-STOP PERFORMANCE REQUIREMENTS, GOALS, AND ASSURANCES

Accountability must drive the workforce investment system towards the system's goals. Therefore, the following goals are defined regarding the specific accountability elements in each area in the One-Stop delivery system.

1. Goals/Performance Measurement Design

Customer Satisfaction

The accountability system should measure the success of the One-Stop Delivery System in ensuring that the employers and workforce development participants are highly satisfied with workforce development services.

Cost Effectiveness

The accountability system should measure the success of the One-Stop Delivery System in ensuring that the Workforce Development System continually seeks to maximize the use of available resources in a cost-effective and efficient manner.

Development of High Performance Workplaces

The accountability system should measure the success of the One-Stop Delivery System in ensuring that employers are provided with effective support in the development of high performance work organizations that maximize the skills and potential of a diverse workplace.

Self-Sufficiency and Welfare Reduction

The accountability system should measure the success of the One-Stop Delivery System in reducing the number of individuals who are dependent on public financial assistance by assisting them in obtaining stable employment and earning a livable wage.

Linkage Enhancement Between Workforce Investment Services and Business Needs

The accountability system should measure the success of the One-Stop Delivery System in ensuring that the delivery of services responds to the workforce investment needs of business.

Universality and Customer Choice

The accountability system should measure the success of the One-Stop Delivery System in ensuring the implementation of an integrated, results-oriented workforce development system that is based on the needs of all customer groups and ensures individuals and businesses equity of access to information, services, and lifelong learning opportunities.

Attainment of Knowledge/Skills Needed in the Workplace
The accountability system should measure the success of the
One-Stop Delivery System in assisting individuals in gaining
the academic, occupational, and workplace knowledge and
skills that are required for educational advancement or
continued success in meeting the changing demands of the
workplace.

Employment

The accountability system should measure the success of the One-Stop Delivery System in assisting individuals in entering, retaining, or upgrading jobs.

- 2. Each Partner agrees to the following assurances:
 - a. All partners in the One-Stop Delivery System will adhere to agreed upon reporting schedules.
 - b. All partners in the One-Stop Delivery System will provide agreed upon performance data.
 - c. All partners in the One-Stop Delivery System will provide data in an agreed upon format.
 - d. All partners in the One-Stop Delivery System agree to work toward the development of common performance goals and measures that will be in alignment with the stated goals of the workforce investment system.

D. SERVICES TO BE PROVIDED BY THE CITY OF PHOENIX HUMAN SERVICES DEPARTMENT THROUGH THE PWIN ONE-STOP DELIVERY SYSTEM

The City of Phoenix Human Services Department will provide and deliver Core, Intensive, Training, and Other services to customers of the One-Stop System. The provision and delivery of such services will be done in accordance with the specifications in Section 121 (c) (2) of Title I of the Workforce Investment Act (WIA) of 1998, USC 9201, and as specified in the MOU between the City of Phoenix Human Services Department and the Phoenix Workforce Investment Board.

E. SERVICES TO BE PROVIDED BY THE CITY OF PHOENIX HOUSING DEPARTMENT THROUGH THE PWIN ONE-STOP DELIVERY SYSTEM

- 1. The City of Phoenix Housing Department will provide the following core services to the PWIN One-Stop System:
 - Job Search
 - Job Placement
 - Follow-up
- The Housing Department program staff and the One-Stop staff will provide the following core services in the following areas, as specified for residents of public and assisted housing:
 - The One-Stop staff will conduct the preliminary intake process with the final intake process reviewed and approved by Housing Department staff.
 - The Housing Department staff will provide the orientation.
 - Outreach, intake, eligibility, assessment, orientation, job search, job placement, and follow-up are all tasks that can be done jointly under the programmatic guidelines required by each Housing Department program.
- 3. The Housing Department utilizes the One-on-one and electronic methods for core service delivery. Electronic methods will consist of personal computers, including Internet access.
- 4. The Housing Department will utilize the following sites for the provision of One-Stop core services.

Comprehensive Site:

• DES - 9801 N. 7th Street, Phoenix, Arizona

Affiliated Sites:

- DES 3406 N. 51st Avenue, Phoenix, Arizona
- DES 4635 S. Central Avenue, Phoenix, Arizona
- COP/HSD 4732 S. Central Avenue, Phoenix, Arizona

Satellite Site:

• COP Housing Department - 1720½ East Adams Street, Phoenix, Arizona

Electronic Sites:

- Web Site Address: www.ci.phoenix.az.us/phxhouse.html
- E-mail Address: lsmith2@ci.phoenix.az.us
- 5. The Housing Department operates the following program services. These program services will be incorporated into the One-Stop System's menu of program services.
 - Intake pending program requirements.
 - Economic Initiatives Program: an orientation is provided on the first day of class during Phase 1, Personal and Professional Development. Economic Initiatives Program also provides job placement during its on-the-job training phase.
 - Initial assessments are provided in each adult program via the USES Inventory and TABE tests or other assessment tools.
 - Job search may be self-directed through the Phoenix WIN One-Stop System electronic linkage at all of the on-site computer labs. If more assistance is needed a case manager or coordinator will help.
 - <u>Drug Elimination Program</u> a comprehensive strategy to eliminate drug use in public housing. Some services may be offered through the One-Stop System.
 - Economic Development and Supportive Services has four primary components to help families who reside in public housing achieve economic independence.
 - Economic Initiatives Program has a three phase training program for adult residents of public housing. Some services may be offered through the One-Stop System.
 - Youth Economic Initiatives Program is modeled after the adult program. The same phases are included although they may be offered concurrently.

F. SHARED FUNDING OF SERVICES

- 1. The resources that the Housing Department will provide to the City Of Phoenix One-Stop System are:
 - The Housing Department will commit to stationing a staff person at the One-Stop Center, 1 day every other week or >> day each week.
 - The Housing Department will assign an employee to work on a committee to develop a comprehensive intake form.

- The Housing Department will provide opportunities for One-Stop outreach through newsletter, facilities, and resident meetings.
- The Housing Department will make presentations to One-Stop staff about its programs.
- The Housing Department will have its program staff and participants use the Phoenix One-Stop System as a resource.
- 2. The estimated value of the Core services provided by the Housing Department is \$10,000 per year.
- 3. The funding resources used by the Housing Department to cover the cost of the core services currently being provided are:
 - Federal funds: Department of Housing and Urban Development - Special Grant and Comprehensive Grant Program. Department of Labor - Special Grant and WIA funds.
- 4. The City of Phoenix Housing Department will be provided the following resources at the One-Stop sites:
 - Office space, basic office furnishings, access to appropriate equipment: i.e., phone, copier, computer, fax in order to promote awareness of their program services.

G. SYSTEMATIC REFERRAL PROCESS

It is agreed that the One-Stop Delivery System partners of this signed MOU will conduct referral for services in the following manner. All customers requesting One-Stop services will:

- 1. Be provided referrals at the point of contact to the most appropriate program, in writing or by telephone, based on the customer profile and the services requested.
- 2. Receive a written referral form with the date, time, and place of the appointment.
- 3. Receive an appointment that will be scheduled within three working days.
- 4. Be contacted (follow-up) within two working days by the individual who made the scheduled appointment date.

H. ONE-STOP DELIVERY SYSTEM PERFORMANCE CRITERIA

It is agreed that the One-Stop Delivery System will strive to achieve the following standard of quality service for its customers, employees, and partners.

All customers will receive:

- 1. Prompt and courteous service from staff.
- 2. The service(s) designed to assist them in achieving their educational and/or job placement goals.

All employees can expect:

- To work in a safe and professional environment.
- 2. To receive the best tools to achieve the desired outcome for their customers.
- 3. To be fairly compensated for their services.

All partners will deliver high quality services through the Phoenix WIN One-Stop System.

I. GOVERNANCE OF THE PWIN ONE-STOP DELIVERY SYSTEM

The ultimate accountability and responsibility for the Phoenix WIN One-Stop System organizational processes, services, and accomplishments will rest with the Local Elected Official, the PWIB, and the One-Stop Operator.

J. RESPONSIBLE PARTIES FOR MOU OPERATIONS

The name, title, telephone number, fax number, and e-mail address of the person authorized to conduct and carry out the operational elements of the MOU on behalf of the City of Phoenix, Housing Department are:

• Name: Lou Ann Smith

• Title: Housing Supervisor

• Telephone: 602-534-2585

• Fax Number: 602-534-2584

• E-mail Address: lsmith2@ci.phoenix.az.us

The name, title, telephone number, fax number, and e-mail address of the person authorized to conduct and carry out the operational elements of the MOU on behalf of the City of Phoenix, Human Services Department are:

Name: Jack E. Lujan

• Title: One-Stop Coordinator/Employment & Training Supervisor

Telephone: 602-534-0540Fax Number: 602-534-3915

• E-mail Address: jlujan@ci.phoenix.az.us

K. DURATION AND MODIFICATION OF THE MOU

The City of Phoenix Housing Department agrees that the terms of this MOU will take effect as of July 1, 2000, and will continue in effect until June 30, 2001, subject to earlier termination, or such time that any partner requests to modify, extend, or amend this MOU.

Any partner to the MOU may request modification of its terms through a thirty (30) day written notice. Ratification of the request by all partners to the MOU will constitute the modification in question.

L. SIGNATORY REQUIREMENTS

The name and title of the person authorized to sign this MOU on behalf of the City of Phoenix, Housing Department are:

Name: Manuel T. GonzálezTitle: Housing Director

The name and title of the person authorized to sign this MOU on behalf of the City of Phoenix Workforce Investment Board are:

• Name: William MacDonald

• Title: Chair, Phoenix Workforce Investment Board

M. INTENT TO MUTUALLY CONTINUE REFINING THE MOU

Both parties understand that at the initial signing of this MOU, the document may not be as comprehensive as preferred. If this is the case, both parties mutually agree that they will continue to refine this MOU with the objective of reaching a final document that is fully acceptable to both parties by June 30, 2000.